

4889:62  
1 of 3

REPLACEMENT  
SHEET

130

FIG. 1

IXE TotalView - [Management Units]

File Edit View Special Skill BU Call Type/Team MU Report Admin Tool VP Window Help

State-of-the-Art Call Center

MU Definition

Agent Groups

Parameters

Fairness

Preferences

Limit Positions

☒ Force Start Outside of MU Hours

☒ Force First Preferred Start

☐ Preference Across Skill Groups

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1 ~132
<input checked="" type="checkbox"/>	Day Off Patterns	2 ~134
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3 ~136
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4 ~138
<input checked="" type="checkbox"/>	Start Time	5 ~140
<input checked="" type="checkbox"/>	Start Time Consistency	6 ~142

12:23 pm

Link 27 Up

170

**Agent Preferences**

Preferences Start Times Lunch Times Days Off Fairness Custom

☒ Use Custom Preference Priority

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

172

173

FIG. 2

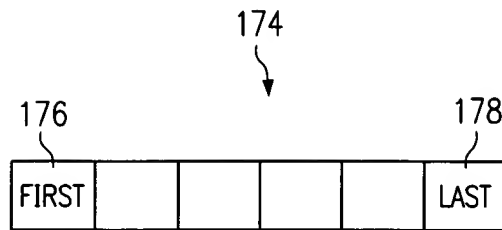


FIG. 3

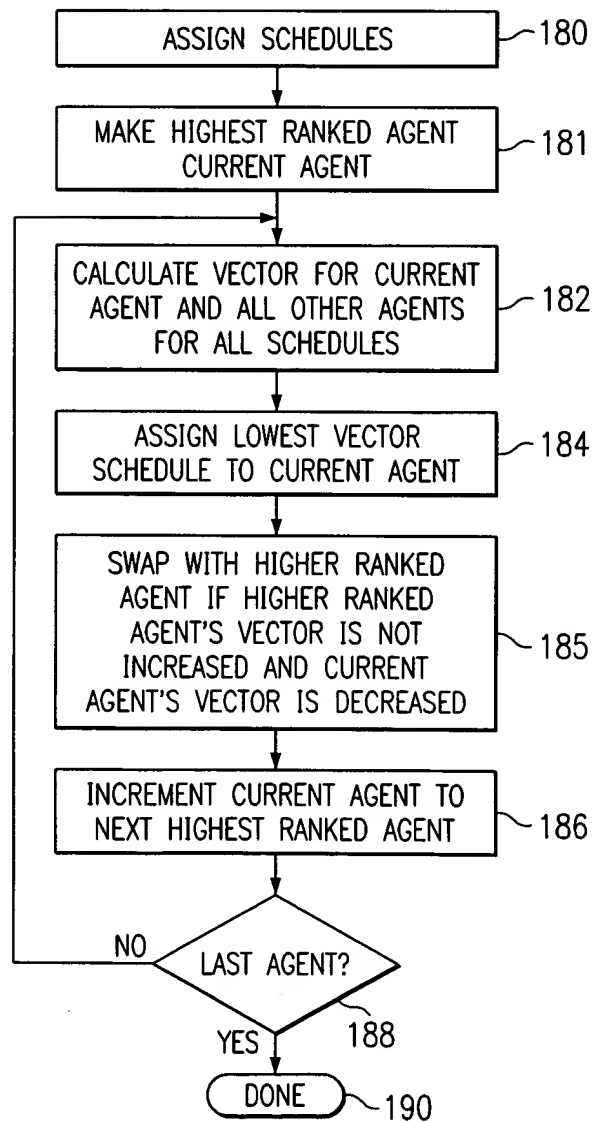


FIG. 4